

THE EFFECT OF JOB INSECURITY AND SOCIAL SUPPORT TOWARD PSYCHOLOGICAL WELL-BEING AMONG OUTSOURCED EMPLOYEES AT COMPANY X of MEDAN

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ABSTRACT

The study will look at how job insecurity and social support affect the psychological well-being of outsourcing employees at company X Medan. This research used a quantitative method. This study included 109 outsourcing employees from the Company X of Medan. The measurement was conducted using the job insecurity, social support, and psychological well-being scales. Data on this research was analyzed using multiple regression tests. According to the statistics, F value 12.077 > F table 3.08 and $p = 0.000 < 0,050$, job insecurity and social support were affected by psychological well-being among outsourcing employees at Company X of Medan. Other findings include experienced job insecurity among outsourcing employees at Company X of Medan, perceived social support among outsourcing employees at Company X of Medan, and psychological well-being among outsourcing employees at Company X of Medan. Therefore, it is recommended that further research be carried out with qualitative methods or a mixed design and consider other variables.

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1. INTRODUCTION

The laws and regulations governing manpower are sourced from Law Number 13 of 2003 concerning manpower (hereinafter referred to as the Manpower Act). Because of the government's outsourcing policy, many businesses prefer to hire employees rather than outsource jobs. Many companies benefit from this policy, but not their workers. The existence of an outsourcing system results in employees not getting job security guarantees and protection. If the project assigned by the company that uses the workforce is completed, some Outsourcing employees' work contracts will be terminated. Meanwhile, at this time, the necessities of life are increasing, and there are many competitors, which makes it difficult to get a job. Outsourcing employees have no choice but to accept jobs with the status of outsourcing employees. Work status that is only temporary and does not have a definite relationship with the company causes anxiety, which will have an impact on psychological well-being. The existence of an outsourcing system results in employees not getting job guarantees and protection. Outsourcing employees have no choice but to accept jobs with outsourced employee status. The fact that their employment is only temporary and that they do not have a long-term relationship with the company causes anxiety, which has an impact on their psychological well-being. For employees whose status is temporary, insecurity about their work status can reduce psychological well-being. Employees feel the threat and fear of losing their jobs. The rise of anxiety and tension experienced by contract employees illustrates individuals with negative emotions.

Psychological well-being, according to C. D. Ryff (1989) is a condition when individuals can accept their strengths and weaknesses, have clear life goals, become independent individuals, foster and develop

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positive relationships with others, have the ability to control their environment, and continue to develop personally. When a person has high psychological well-being, his psychological function will be optimal. Meanwhile, someone who has low psychological well-being will feel dissatisfied with himself, have difficulty making relationships with others, have difficulty making his own decisions, have difficulty regulating his environment, have no purpose in life, and be unable to develop new attitudes and behaviors. The psychological function is related to dealing with problems in the surrounding environment and having targets at work. For temporary employees, insecurity about their work status can reduce their psychological well-being. Employees feel the threat and fear of losing their jobs. The emergence of anxiety and tension experienced by contract employees paints a picture of individuals who have negative emotions. (Sverke, 2006)

Based on initial data collected during interviews with several outsourcing employees of Company X Medan, it was found that employees feel anxious about a position where the employee only has the status of an outsourcing employee. According to interviews, some of these outsourcing employees are dissatisfied with their current lives and cannot accept their shortcomings. Outsourcing employees also sometimes find it difficult to accept that they can only work at Company X Medan with the status of outsourcing employees; they really want to become permanent employees, but it is considered a difficult thing to happen. In addition, with their status as only "outsourcing employees," they do not have goals they want to achieve in the long term; they only think about today and tomorrow when living their lives.

Job insecurity is a factor that affects psychological well-being (Nopiando, 2012; Murni & Yurnalis, 2018). Job insecurity is a person's powerlessness or feeling of loss of power to maintain the desired continuity in threatened work conditions or situations (Greenhalgh & Rosenblatt, 1984). Job insecurity, which is one of the conditions of psychological distress, will hinder the achievement of psychological well-being. Research conducted by Nopiando (2012) also proves that employees who work in outsourcing experience concerns about the uncertainty of the future of their work, especially at the end of the contract period. Outsourcing employees cannot ensure the duration of the work contract because usually the contract extension notice is made several days before the contract expires. This has resulted in job insecurity among Outsourcing employees. Job insecurity is a source of dissatisfaction among employees because employees feel they have no certainty about their future. In general, the emergence of dissatisfaction in a person can reduce the level of psychological well-being. Research conducted by Murni and Yurnalis (2018) shows that job insecurity has a negative and significant effect on welfare. (Ramalisa, 2020) also stated that there is a negative relationship between job insecurity and the psychological well-being of employees. In line with that, Rochma (2020) found a similar thing: there is a negative relationship between job insecurity and psychological well-being.

Psychological well-being is not only influenced from within the individual (Adyani et al., 2018), but can also be influenced by the individual's environment, namely social support. Social support is one of the important factors that a person needs as a social being to achieve good psychological well-being. When the social environment does not provide support in one's life, it can cause individuals to experience social pressure and rejection (Rahama & Izzati, 2021). (C. D. Ryff, 1989) explains that social support is one of the factors that can affect a person's psychological well-being. Social support is a form of verbal and nonverbal responses from family members or close friends to provide a sense of comfort, affection, respect, and appreciation (Khalif & Abdurrohim, 2020). (Sarafino & Smith, 2011) say that social support is the acceptance of individuals by other individuals, who will make the assumption in themselves that someone feels loved, cared for, appreciated, and helped. This feeling gives rise to the belief that one person has meaning for another. (Macdonald, 1998) that there are two main sources of social support, namely support from family and support from friends. Support from family is the most important thing compared to friend support when assisting (Stuart, 2013). Family support can increase self-confidence and motivate individuals to face problems. According to Sarafino & Smith (2011), the forms of social support are as follows: (1) Emotional support can be in the form of giving attention, positive encouragement, and caring that make individuals feel comfortable in group situations; (2) instrumental support can be given in the

form of direct assistance in the form of materials such as facilities, incentives, etc.; (3) informational support is given in the form of advice, direction, or feedback to individuals; and (4) support assistance can be given to provide a sense of belonging or a feeling of belonging to a group that has similarities with the individual.

Research conducted by Mustafa (2013) says there is a significant relationship between social support and psychological well-being. The same thing was said in the research (Indriani & Sugiasih, 2016), which showed a positive correlation between social support and psychological well-being, i.e., the higher the social support, the higher the psychological well-being. On the other hand, the lower the social support, the lower the psychological well-being. (Kosasih & Rahmawati, 2022) said that there was a significant positive relationship between family support and psychological well-being.

According to the above description, there is a phenomenon in which job insecurity and social support can have an effect on the psychological well-being of outsourcing employees. The purpose of this study was to determine the simultaneous effects of job insecurity and social support on psychological well-being, to determine the partial negative effect of job insecurity on psychological well-being, and to determine the partial positive effect of social support on psychological well-being. The hypotheses proposed in this study are the simultaneous influence of job insecurity and social support on psychological well-being, the partial negative effect of job insecurity on psychological well-being, and the partial positive influence of social support on psychological well-being.

2. METHOD

2.1 Research Design

This research is quantitative. The purpose of this study is to investigate the effect of three variables, namely the independent variable of job insecurity and social support. The psychological well-being variable is the dependent variable, while job insecurity and social support are the independent variables.

2.2. Participants

With a total of 109 Outsourcing employees, the population in this study was all Outsourcing employees at one of Company X Medan. The sampling technique used is total sampling. Total sampling is the use of the entire population as a sample in the study (Sugiyono, 2019). This means that in this study, the sample is all members of the population, totaling 109 employees of outsourcing Company X Medan. Out of 109 outsourced employees, there are 43 women and 66 men. The education level of outsourced employees in this company ranges from high school graduates to bachelor's degrees. The field of work for outsourcing employees consists of drivers, office boys, office girls, security guards, marketing, participant complaint handling staff, tell collection staff, and relationship officer staff.

2.3. Instrument

The psychological well-being scale in this study was measured using the psychological well-being scale by C. D. Ryff (1989) which was adopted by Revelia (2019). This scale consists of 37 items that refer to the dimensions of psychological well-being. The job insecurity scale in this study was measured using the job insecurity scale developed by Ashford et al. (1989), which was adopted by Yahya (2016). This scale consists of 57 items that refer to the dimensions of job insecurity. The social support scale in this study was measured using the social support scale by Sarafino and Smith (2011), which was adopted by Fatimah (2002). This scale consists of 34 items that refer to the types of social support.

According to the results of the psychological well-being scale validity and reliability test, all 37 items are declared valid with a score of corrected item-total correlation (differentiated power index) > table, where the label shows $df = 109 - 2 = 107$ with $\alpha = 0.05$ is 0.1882; moving from $r_{bt} = 0.287$ to $r_{bt} = 0.627$. The obtained reliability index is $r_{xy} = 0.735$, and the reliability scale is expressed as reliability.

According to the results of the job insecurity scale's validity and reliability test, all 57 items are declared valid with a score of corrected item-total correlation (differentiated power index) > table, where

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the label shows $df = 109 - 2 = 107$ with $\alpha = 0.05$ is 0.1882; moving from $r_{bt} = 0.608$ to $r_{bt} = 0.949$. If the obtained reliability index is $r_{xy} = 0.757$, the job insecurity scale is declared reliable.

According to the results of the social support scale's validity and reliability test, all 34 items are declared valid with a score of corrected item-total correlation (differentiated power index) > table, where the label shows $df = 109 - 2 = 107$ with $\alpha = 0.05$ is 0.1882; moving from $r_{bt} = 0.299$ to $r_{bt} = 0.510$. If the reliability index obtained is $r_{xy} = 0.727$, then the job insecurity scale is declared reliable.

2.4. Data Analys

The data in this research is tested using multiple regression, and the hypothesis is tested using the F-test (simultaneous) and T-test (partial) by using SPSS (version 26).

3. RELUST AND DISCUSSION

Table 1 describes the level of each variable by showing the descriptive statistics, including the empirical mean, hypothesis mean, and standard deviation.

Table 1. Descriptive Statistics

Variables	Empirical mean	Hypothesis mean	SD	Category
Psychological well-being	74.71	92.5	14.685	Low
Job insecurity	241.22	171	28.855	High
Social support	87.39	102	8.357	Low

Source: Data processing results

3.1 Test Classical Assumption

Before testing the hypothesis, the classical assumption test is carried out first. This test is required before performing multiple regression analyses. For the estimates to be unbiased, some classical assumption tests must be met, such as the normality test using the Smirnov-Kolmogorov approach. Sig (2-tailed) is 0.2 ($p > 0.05$). As a criterion, if $p > 0.05$, the distribution is declared normal. On the other hand, if $p > 0.05$, the distribution is declared abnormal (Sujarweni, 2014).

In the linearity test, it is known that the linearity significance value on psychological well-being and job insecurity is 0.002 ($p < 0.05$), and the linearity significance value on psychological well-being and social support is 0.002 ($p < 0.05$). The assumption of the linearity test can be fulfilled if the significance value of the linear result is < 0.05 . On the basis of making decisions on linearity tests through ANOVA, it is concluded that the research data is linear. Thus, the assumption of linearity for the regression test has been met.

In the multicollinearity test, it is known that the tolerance value for the job insecurity and social support variables is 0.990 (.1) with a VIF value of 1.010. According to Santoso (2019), the multicollinearity test cannot be fulfilled if the tolerance value is .1 and the VIF value is > 10 . It can be concluded that there is no multicollinearity between the independent variables in this study. The results of the heteroscedasticity test revealed that the points were distributed randomly and did not form any pattern. The results of the heteroscedasticity test showed that there were no symptoms of heteroscedasticity.

3.2 Multiple Regression Analyses

Table 2. Multiple Regression Analyses

Model	B	Sig
(Constant)	61.321	0.001
Job insecurity	-.175	0.000
Social support	.333	0.034

Source: Data processing results

Based on Table 2, it can be seen that the constant value is 61,321. The regression coefficient value for the job insecurity variable is -0.175 with a significance value of 0.000 ($p < 0.05$) and the regression coefficient value for the social support variable is 0.333 with a significance value of 0.034 ($p < 0.05$). $61.321 - 0.175 X_1 + 0.333 X_2$

3.3. Hypothesis Test

Table 3. Hypothesis Test, F-test

Model	Sum of Square	Df	Mean Square	F	Sig.
Regression	4321.960	2	2160.980	12.077	.000
Residual	18966.645	106	178.931		
Total	23288.606	108			

Source: Data processing results

Based on table 3, the calculated F value = 12,077 > table F value = 3.08, then the H_0 F test is rejected and the H_1 F test is accepted. So it is said that job insecurity and social support simultaneously affect psychological well-being.

Table 4. Hypothesis Test, T-Test

Model	T	Sig
(Constant)	3.451	0.001
Job insecurity	-4.180	0.000
Social support	2.151	0.034

Source: Data processing results

Based on table 4, the calculated T value of job insecurity is 4.180 > T table = 1.65, the H_0 T-test is rejected, and the H_1 T-test is accepted. Because the regression coefficient value contains a negative sign (-), it is said that job insecurity has a negative and significant effect on psychological well-being. T value for social support = 2.151 > T table = 1.65, so the H_0 T-test is rejected and the H_1 T-test is accepted. So it is said that social support plays a positive and significant role in psychological well-being. Based on hypothesis testing, it was found that job insecurity has a greater influence on psychological well-being, as evidenced by the significance value of 0.000 and the T-count value of 4.180 (a negative sign indicates a negative influence).

Table 5. Coefficient of Determinance

Statistik	Koefisien Determinansi (r^2)	BE (%)
X-Y	0.286	28.6

Source: Data processing results

Based on table 5, the R-square value obtained is 0.286 or 28.6%. This means that job insecurity and social support together contribute to psychological well-being by 28.6%. While the rest (100% - 28.6% = 71.4%) was caused by other factors.

Discussion

This study shows that there is a positive influence between job insecurity and social support on psychological well-being. This shows that the hypothesis in this study is accepted. This study also shows a negative influence of job insecurity on psychological well-being, which means that the higher the job insecurity, the lower the psychological well-being. Then there is also a positive influence of social support on psychological well-being, which means that the higher the social support, the higher the psychological well-being. The magnitude of the effect of job insecurity and social support on psychological well-being

based on the calculation of R square is 0.286, or in other words, job insecurity and social support provide an effective contribution of 28.6%. This means there are 71.4% more influenced by other factors not examined in this study. The factors not examined in this study were demographic factors, evaluation of life experiences, and locus of control (C. D. Ryff, 1989); there were also personality, age, gender, and socioeconomic status factors (Huppert, 2009).

Outsourcing employees are worried because there is no certainty that their employment relationship is temporary, and there is no guarantee that they will be able to return to work at the same company after the contract is completed. This makes employees who outsource their jobs experience job insecurity. Job insecurity is a trigger for the emergence of stress in the work environment, which results in a decrease in the level of psychological well-being (Burchell et al., 2002). Obtaining social support is another way for everyone to achieve psychological well-being. Individuals who get high social support from their surrounding environment are less likely to experience inner conflict in dealing with problems. Social support is a form of verbal and nonverbal responses from family members or close friends to provide a sense of comfort, affection, respect, and appreciation (Khalif & Abdurrohman, 2020). Not getting any form of social support from the family in the form of advice, praise, and enthusiasm will make employees find it difficult to achieve their psychological well-being. Employees with high psychological well-being can feel comfortable when they are doing work and can indirectly show maximum effort behavior to achieve the goals set by the organization where they work. One of the main values of psychological well-being is well-being, which emphasizes the growth and fulfillment of individuals who are influenced by their surrounding environment (Ryff & Singer, 2008). As stated by C. D. Ryff (1995), social support can be one of the factors that affect a person's psychological well-being.

Research conducted by Rustanti (2021) says that there is a negative relationship between job insecurity and the psychological well-being of contract employees, but a positive relationship between social support and the psychological well-being of contract employees. The same thing was also expressed by Nugroho (there is a negative relationship between job insecurity and the psychological well-being of contract employees, but a positive relationship between social support and the psychological well-being of contract employees). The same thing was also expressed by Nugroho (2018), who said that there was a negative relationship between job insecurity and psychological well-being and a positive relationship between family social support and psychological well-being. This means that if job insecurity among employees is high, then the level of psychological well-being among employees will be low, and vice versa, if job insecurity among employees is low, then the level of psychological well-being among employees will be high. Based on research conducted by Nopiando (2012), there is a negative relationship between job insecurity and the psychological well-being of outsourcing employees. This is also in line with the opinion of Burchell et al. (2002), which states that the relationship between job insecurity and psychological well-being is negatively correlated. The threat of potential job loss felt by the respondent indicated that the respondent lacked an adequate sense of security. Employees develop job insecurity when they do not have a sense of security, which causes psychological problems. Job insecurity is a trigger for the emergence of stress in the work environment, which results in a decrease in the level of psychological well-being (Burchell et al., 2002).

Research conducted by Prawoko (2021) said there were 15 people (15%) who had high psychological well-being, 70 people (70%) were at a moderate level, and 15 people (15%) were at a low level. (Rochma, 2020) said that outsourcing employees at PT. INALUM have moderate psychological well-being, with as many as 118 (72.8%), followed by 26 (16.1%) with low psychological well-being, and 18 (11.1%) with high psychological well-being. Meanwhile, Prawoko (2021) said there were 15 people (15%) who had high psychological well-being, 70 people (70%) were at a moderate level, and 15 people (15%) were at a low level. (Rochma, 2020) said that outsourcing employees at PT. INALUM have moderate psychological well-being, with as many as 118 (72.8%), followed by 26 (16.1%) with low psychological well-being, and 18 (11.1%) with high psychological well-being. Meanwhile, Yahya (2016) states that there are no contract employees who have very low or low psychological well-being, 80% of contract employees

have high psychological well-being, and 20% of employees are in the very high category of psychological well-being. This shows that there are inconsistencies or differences in the psychological well-being of outsourcing employees in several companies.

The difference between this study and other studies lies in the scale used for each variable, the sample used, and the research site used as the research object. And the similarity of this study with other research studies lies in the results of the study, where the results say that there is a negative effect of job insecurity on psychological well-being and also a positive influence of social support on psychological well-being.

The weakness of this study is that because it only collects data through a psychological scale, respondents may conclude that the measuring instrument provided is not accurate. The number of samples is still not very large, so it cannot be generalized to all X companies located in other areas than Medan City.

4. CONCLUSION

The purpose of this study was to determine the simultaneous positive effects of job insecurity and social support on psychological well-being, to determine the partial negative effect of job insecurity on psychological well-being, and to determine the partial positive effect of social support on psychological well-being. It can be concluded that there is a simultaneous positive influence of job insecurity and social support on psychological well-being, which means that the more prominent job insecurity and social support, the higher the psychological well-being, and vice versa. There is a partial negative effect of job insecurity on psychological well-being, which means that the higher the job insecurity, the lower the psychological well-being, and vice versa. There is a partial positive effect of social support on psychological well-being; the higher the social support, the higher the psychological well-being, and vice versa.

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